

Vacancy Announcement

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| Announcement # | 438-09092 | Position | Accounts Receivable Technician | | |
| PayPlan | GS | Series | 0503 | | |
| TargetGrade | 6 | Target PD | | Pay Range | \$34,300-\$44,589 |
| Dev Grade | 5 | Dev PD | | Dev Pay Range | \$30,772-\$40,005 |
| 1st Dev Grade | | 1st Dev PD | | 1st Dev Pay Range | |
| Opens | 03/25/09 | Closes | 04/14/09 | Openings | 1 |
| Tour of Duty, etc | Monday - Friday, 8:00 a.m.-4:30 p.m. | | | | |
| Special Comments | | | | | |
| Service | Business Office | | | | |
| Section | MCCR Section | | | | |
| Area/Consideration | Current employees, veterans and status applicants | | | | |
| Duty Site | Sioux Falls, SD | | | | |
| Major Duties | <p>This position is located in the Revenue Department of the Business Office and works directly with the Medical Cost Care Recovery (MCCR) Program, which is a first and third party reimbursable program. This multidisciplinary position has sole responsibility for discharging the collection function for the MCCR program areas of third-party insurance reimbursements, Means-Test reimbursements, and other accounts receivables including humanitarian, tort feisor, workman's compensation, and ineligibles. The incumbent serves as the primary point of contact for customer service questions and issues for both MCCR and Fee. Provides customer service to both patients and VA employees. The incumbent has an understanding of the Fee Basis processes. Must access the Fee Basis software package in order to interpret and provide patients with general answers such a status of their bills. Must be able to re-direct more complex issues to the appropriate Fee Basis staff. Initiates or performs all follow-up action from explanation of benefits (EOOB) received from the third-party carriers. Incumbent meets with veterans and/or reviews correspondence to resolve</p> | | | | |

outstanding questions and issues. Incumbent investigates problems and answers verbal and written inquiries for veterans, service organizations and congressional affairs. Analyzes and applies payments received. Incumbent will also audit numerous processes within the collection cycle and make determinations on crediting, cancelling or refunding payments to accounts. Analyzes, plans, initiates, coordinates and implements actions required to maximize collections. Performs primary follow-up functions that clarify billing, i.e., CPT codes, ICD-9, etc. The incumbent has authority for establishing payment plans, accepting or rejecting proposed payment plans based on an analysis of the debtor's financial status, credit reports, and other available information. Reviews and analyzes all debt collection reports to identify outstanding receivables for follow-up action to ensure reimbursement to the Medical Center.

Time In Grade

GS-6: Applicants must possess one (1) year of specialized experience equivalent to the GS-5 grade level. GS-5: Applicants must possess one (1) year of specialized experience equivalent to the GS-4 grade level.

Qualifications

Applicants must have demonstrated that they have a sufficient level of knowledge, skills and/or abilities listed in Major Duties and must possess the required competence to be rated eligible for consideration.

Specialized Experience: The experience which is directly related to the position to be filled and which has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position. Such experience may have been gained in such positions as program support clerk, patient services assistant, and secretary.

The complete OPM Qualification Standards Handbook defining the general and specialized experience as well as the provisions to substitute education for experience is available for review in the Human Resources Management Service.

Rating Factors

KSAO #1: Knowledge of VA regulations, Public Laws, Directives and Policy Memoranda regarding billing and reimbursement and the revenue process.

KSAO #2: Ability to communicate courteously, clearly and concisely both orally and/or in writing with people from a variety of backgrounds. This includes dealing effectively with people on a one-to-one basis.

KSAO #3: Ability to work as a team member and coordinate efforts to achieve unit goals.

KSAO #4: Ability to analyze diagnostic data to maximize reimbursement from third party payers.

KSAO #5: Ability to utilize and navigate through Vista and other computer applications as they relate to the Revenue program.

Application Process CURRENT MEDICAL CENTER EMPLOYEES: Requests for consideration can be completed (1) on VA Form 5-4078, "Application for Promotion or Reassignment", available in Human Resources Management Service. The application request should include a resume and the rating factors/KSAOs indicating their knowledge, skill, ability, and other characteristics. The application package must be submitted to Human Resources Management Service (05) by 04/14/2009.

EXTERNAL APPLICANTS: Applicants must submit an application package consisting of:

- OF 612, "Optional Application for Federal Employment" and/or resume
- OF 306, "Declaration for Federal Employment"
- Copy of latest performance evaluation
- Copy of most recent SF 50, Notification of Personnel Action
- Rating Factor (KSA) narrative. Failure to provide this information will deem the applicant ineligible for consideration for the position
- If a veteran: Veterans Preference eligible's, including VRA 30% disabled, must submit a copy of ALL DD-214's and a SF-15 (if 10 point preference is claimed) with current (dated within the last 12 months) proof of a service-connected disability.
- References: Provide name, address, phone and relationship for three to four references

Application packages are to be submitted to and received in the VA Medical Center, Human Resources Office no later than 04/14/2009.

EQUAL EMPLOYMENT: All applicants will receive consideration without discrimination for such reasons as race, color, religion, national origin, sex, lawful political affiliation, marital status, non-disqualifying physical or mental handicap, age, or

membership or non-membership in a labor organization.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in-processing.